

MULTI-TECH SYSTEMS

EXTENDED WARRANTY SERVICES AGREEMENT WITH OVERNIGHT SERVICE

TERMS AND CONDITIONS

The Multi-Tech Systems Extended Warranty Services Agreement along with these Multi-Tech Extended Warranty Services Agreement With Overnight Service Terms and Conditions (collectively, the "Agreement") govern the extended warranty service with overnight replacement you (or your customers, as applicable) have purchased from Multi-Tech Systems, Inc. or its affiliates (collectively, "Multi-Tech"). This Agreement supplements, and as expressly set forth below modifies, the Multi-Tech Standard Warranty Terms and Conditions (the "Standard Warranty") that are applicable to your purchase of products from Multi-Tech (the "Multi-Tech Products"), which can be found in the purchase agreement, purchase order, or purchase order confirmation (or, if no such documentation exists, at Multi-Tech's website on the date of purchase). By accepting the Multi-Tech Products, you agreed to all of the terms of the Standard Warranty. This Agreement will only be effective (and accepted by Multi-Tech) if your purchase of the Multi-Tech Products occurred within the last sixty (60) days and such Multi-Tech Products are not refurbished, customized or discontinued products. By executing the Agreement and/or paying the Contract Fee as identified therein (whether directly to Multi-Tech or to a distributor of the Multi-Tech Product), you agree to the Agreement and the extension of the Standard Warranty beyond its term with overnight replacement service (the "Extended Warranty With Overnight Service") as described in this Agreement.

Your Extended Warranty With Overnight Service will begin on the date you enter into this Agreement and extend for the warranty period provided in the Standard Warranty plus the number of additional years you indicated on the Extended Warranty Services Agreement to which these terms and conditions are attached. During the Extended Warranty With Overnight Service period, if a Multi-Tech Product fails, and such failure would be covered by the Standard Warranty if it were still in effect, Multi-Tech will use commercially reasonable efforts to deliver a functional equivalent of the failed Multi-Tech Product to you on the day after you call Multi-Tech at 1-800-972-2439 (or such other number as provided by Multi-Tech) to report the failure. Calls received after 12:00 p.m. Central Standard Time may not be processed until the next business day. This Extended Warranty With Overnight Service is limited to destination addresses located within the United States and served by overnight express carriers. Except as expressly set forth herein, Multi-Tech's warranty obligations, and the limitations and conditions associated with those obligations, will be governed by the Standard Warranty. If a Multi-Tech Product failure would not have been covered under the Standard Warranty Terms, it will not be covered under the Extended Warranty With Overnight Service either.

Multi-Tech will pay overnight shipping charges incurred in the replacement of the Multi-Tech Products. You agree to arrange for and pay ground shipping charges to return the defective Multi-Tech Products to Multi-Tech within ten (10) business days of your receipt of the replacement product.

Provided that the Multi-Tech Product(s) is not and has not been discontinued by Multi-Tech, you may further extend your Extended Warranty With Overnight Service by additional one (1) year periods by notifying us at least thirty (30) days prior to the end of the Extended Warranty With Replacement Service period and paying the applicable warranty fee (which Multi-Tech may modify from time to time in its sole discretion); however, if your warranty has lapsed, or if the proposed extension would result in a cumulative warranty period (i.e., the Standard Warranty plus all Extended Warranty With Overnight Service periods) in excess of five (5) years, then you are not eligible to further extend the Extended Warranty With Overnight Service of the Multi-Tech Products.

The Extended Warranty With Overnight Service covers only the Multi-Tech Products bearing the serial numbers identified on the Extended Warranty Services Agreement to which these terms and conditions are attached. No other Multi-Tech Products are covered by this Extended Warranty With Overnight Service. Refurbished, customized and discontinued Multi-Tech products are not eligible for the Extended Warranty With Overnight Service. Additionally, in the event that Multi-Tech replaces a defective Multi-Tech Product under the terms of this Agreement, the replaced product will be covered through the end of the Extended Warranty With Overnight Service period, but no replacement will extend the Extended Warranty With Overnight Service past the last day of such period.

All legal terms and conditions included in the Standard Warranty Terms (including without limitation terms relating to governing law and venue) are incorporated into this Agreement by reference and will apply to and govern any dispute arising out of or relating to this Agreement.